

# 2020 Annual Report





# Troy Fire Department 2020 Year End Report

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# A MESSAGE FROM CHIEF RICHARD RIESTERER



The following information highlights the annual report for the Troy Fire Department for calendar year 2020. It summarizes noteworthy events including various Fire and EMS statistics, and performance indicators for convenient reference.

By design, our community expects the firefighters to respond to requests for assistance, both emergency and non-emergency. And in so doing, the Troy Fire Department continues to partner with the community, and look for ways to co-host events such as the annual Citizen's Academy; participating in one or more charitable silent auctions for dinner at a fire station; hosting summer campers from Leader Dogs For The Blind; participating in the annual fundraising charity softball game with On My Own of Michigan; participating in the annual Lucky Fin Project Weekend; and hosting the annual children's Shop With A Firefighter Christmas event that supports local families in need, to name a few. COVID 19 may have caused a slow-down for some of these events. But the fire service is committed to supporting these causes whenever possible.

The Firefighter's Memorial Project was launched to construct a permanent memorial to pay tribute to our past members who are now deceased. With a partial capital funding allocation, and through donations from various organizations and individuals, from both inside and outside of the community, efforts continue to fund the construction of a suitable memorial in Firefighter's Park. A design was finalized in 2019, and project bids were received during the winter of 2020. Ground breaking for this project occurred in the fall of 2020 and completion is expected by fall of 2021. This original timeline had to be altered as a result of the COVID-19 Pandemic.

Overall, the Fire Department continues to attract volunteers and provide efficient fire suppression and rescue services through a cost effective, well trained, combination-style department, comprised primarily of dedicated volunteer firefighters. The Department also provides proactive fire prevention; fire safety education; and firefighter training services through the use of a small, committed, career staff in order to help reduce the risk of fire loss within our community. The fact that the Troy Fire Department is the largest combination-style fire department in Michigan, and the largest municipal fire department in Oakland County, yet operates at 1/2 to 1/3 the cost of comparably-sized career fire departments throughout the region, cannot be overstated and should not be overlooked.

As always, I would like to take this opportunity to once again thank the Troy City Council, and the many other City departments with whom we work, for their continued support of the Fire Department. I would also like to recognize and thank our members, both volunteer and career, and their spouses and families; the local businesses who allow their employees the necessary time to volunteer with us; the Troy Firefighters Community Fund; the Troy Police and Fire Benevolent Association; and the Troy Fire Explorer Post 911 for all they do in support of the Troy Fire Department as we proceed through our 81<sup>st</sup> year of serving the community.

Sincerely,

A handwritten signature in black ink that reads "R. Riesterer". The signature is written in a cursive, flowing style.

**Richard Riesterer**  
Fire Chief



# Troy Fire Department 2020 Year End Report

## FIRE STATION INFORMATION



### **Fire Station No. 1**

1019 East Big Beaver

Apparatus: (2) 1,500 GPM Engines, (1)  
100 ft. 1,500 GPM Aerial Platform  
Ladder, (1) Mobile Command Post truck



### **Fire Station No. 2**

5600 Livernois

Apparatus: (1) 1,500 GPM Engine, (1)  
100 ft. 1,500 GPM Aerial Platform  
Ladder, (1) 4x4 Grass Truck, (1) Boat



### **Fire Station No. 3**

2400 West Big Beaver

Apparatus: (2) 1,500 GPM Engines,  
(1) 100 ft. 1,500 GPM Aerial Platform  
Ladder, (1) Air Tender truck



### **Fire Station No. 4**

2117 East Maple

Apparatus: (1) 1500 GPM Engine, (1) 65  
ft. 1,500 GPM Ladder, (1) Heavy Rescue  
truck



### **Fire Station No. 5**

6399 John R

Apparatus: (1) 1,500 GPM Engine, (1)  
75 ft. 2,000 GPM Ladder, (1) Utility  
truck



### **Fire Station No. 6**

5901 Coolidge

Apparatus: (1) 1,500 GPM Engine, (1)  
75 ft. 2,000 GPM Ladder



### **The Fire/Police Training Center**

4850 John R

Apparatus: Special Teams vehicles



### **Administrative Offices**

500 West Big Beaver

Staffing:

(1) Fire Chief, (2) Assistant Fire  
Chiefs, (8) Staff Lieutenants,  
(1) Administrative Assistant,  
(1) part-time Administrative Aide, (4)  
part-time Staff Assistants



### **Administrative Offices**

Located in City Hall

Organization:

Administration  
Fire Prevention  
Operations



# Troy Fire Department 2020 Year End Report

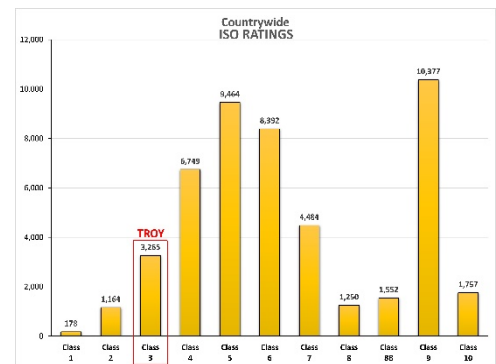
## OPERATIONS DIVISION REPORT

The Troy Fire Department is comprised of six fire stations strategically located throughout the City. Firefighters, who are highly trained and certified by the State of Michigan, are on-call 24 hours a day to respond to requests for service such as fires, rescues, and other emergencies. The Troy Fire Department is unique in that staffing consists of an authorized strength of 180 volunteer members and 11 uniformed career staff members.

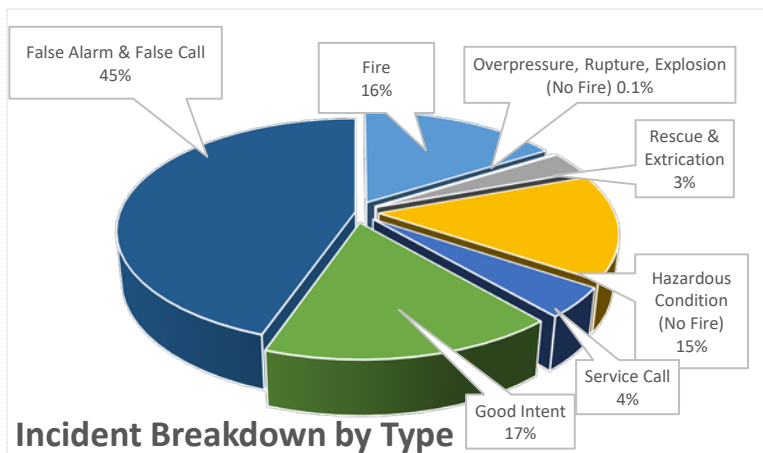
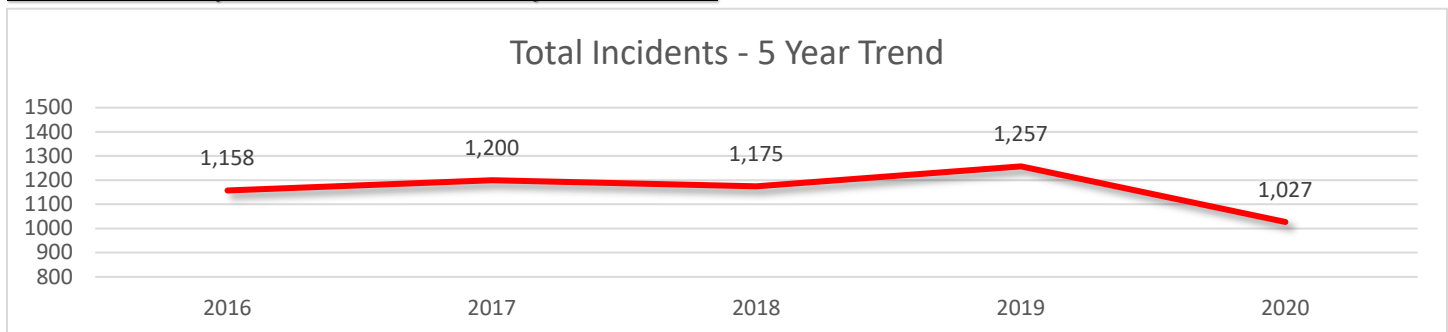
The Operations Division is led by Assistant Fire Chief Peter Hullinger, and is responsible for all matters related to fire suppression, training and resources. This includes responding to fires and other emergencies, the investigation of all fires, developing and providing training, conducting fire safety educational programs, and developing specifications for, as well as the acquisition and maintenance of apparatus, equipment and facilities.

### ISO Property Protection Classification

The dedication of the fire department members and staff, along with the strategic location of facilities and purchase of equipment results in the fire department achieving a current ISO Property Protection Classification of 3. This rating is within the top 6% of all fire departments, career as well as paid on call / volunteer, in the United States. This rating is an independent evaluation, and provides residents as well as business owners a financial savings in property insurance.



### Incident Response Metrics - Departmental



Nationwide, the fire service has seen the continued trend of an increase in call volumes year after year. As can be seen in the graph above, 2020 was off trend for the Troy Fire Department, primarily due to the COVID-19 pandemic and subsequent “stay-at-home” orders. The total number of incidents responded to by the TFD decreased by 22.4% to 1,027; down from 1,257 in 2019. It is essential to note as well, that the incident volume does not include EMS incidents in the City of Troy.

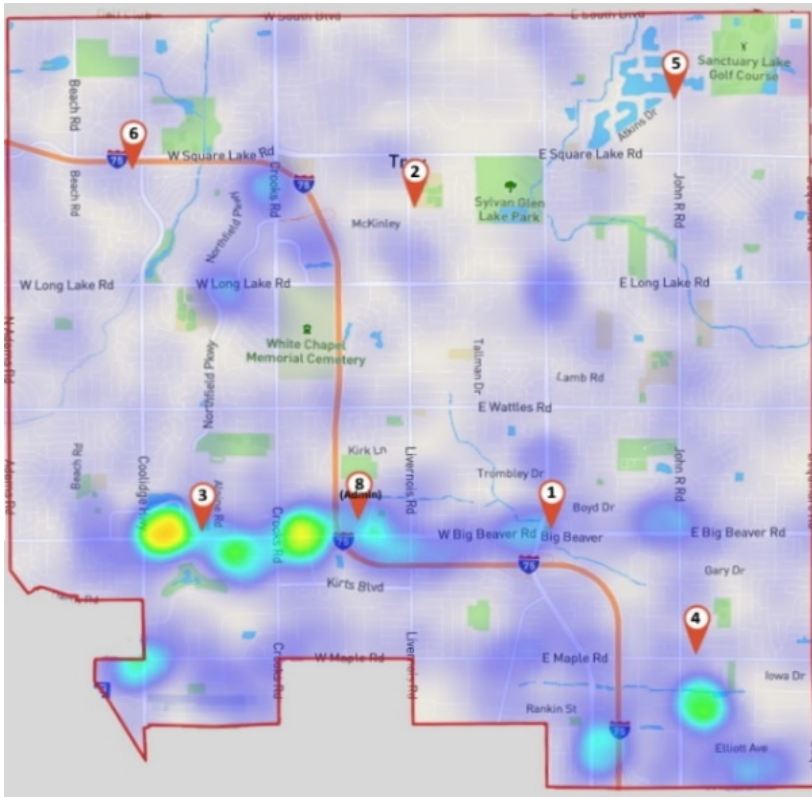
Within the City of Troy, fires accounted for 16% of the total call volume, with the majority of calls responded to being false alarms or false calls at 45% of total incidents.



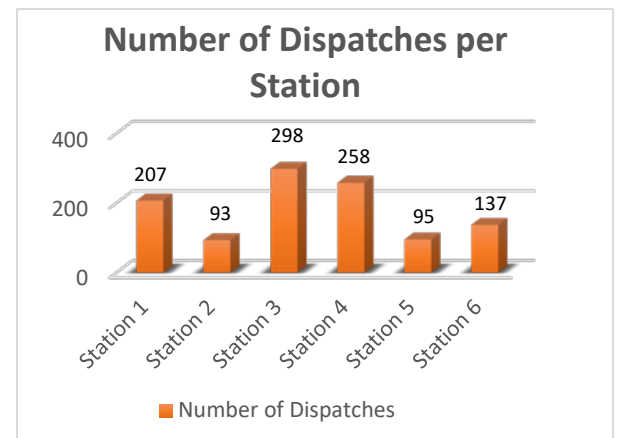


# Troy Fire Department 2020 Year End Report

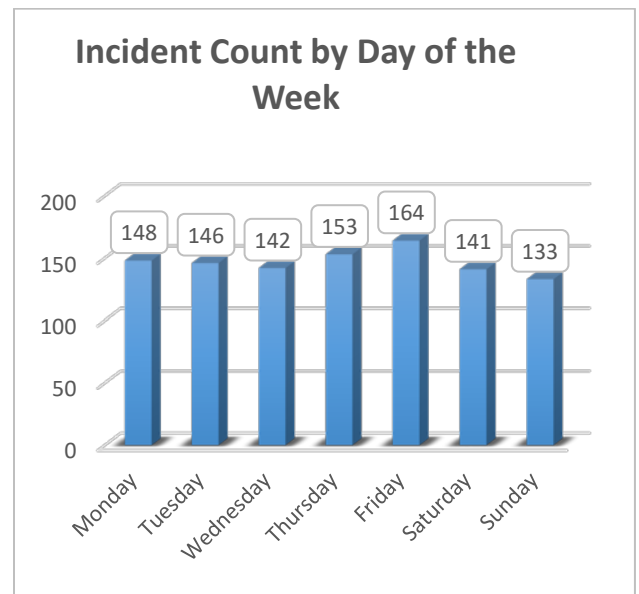
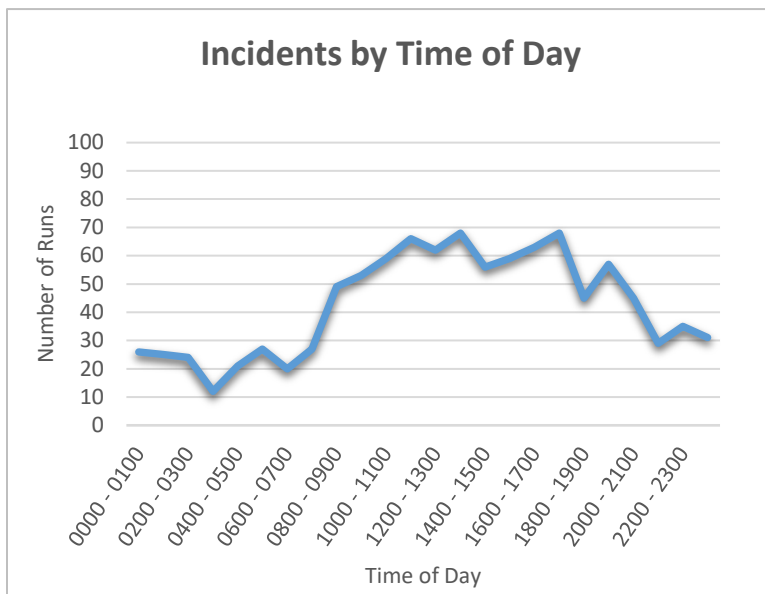
## Incident Response Metrics - Stations



Once again Fire Station 3 was the busiest station with 298 dispatched incidents in 2020. The heat map of the City of Troy (left) shows the fire station locations, as well as the areas where the greatest concentration of calls occurred. The graph below shows how many times each station was dispatched, which is different from the total number of incidents responded to, as multiple stations may be dispatched or assigned to a single incident.



As can be seen below, calls for service are generally consistent throughout the week with the highest demand during weekdays, averaging more calls for service per day than weekends in 2020. Our peak hours for dispatched incidents were between the hours of 8:00 AM and 8:00 PM. Statistically, both the weekday and daytime response increase correlates to the substantial rise in the daytime business population within the City, which often doubles the evening resident count. This was altered in 2020 due to COVID-19.



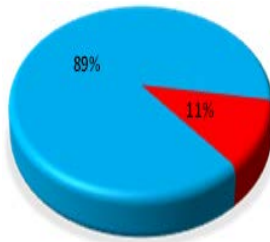


# Troy Fire Department 2020 Year End Report

## Number of Concurrent Incidents

Instances of 2 concurrent incidents	80
Instances of 3 concurrent incidents	16
Instances of 4 concurrent incidents	6
Instances of 5 concurrent incidents	4
Instances of 6 concurrent incidents	4
Instances of 7 or more concurrent incidents	8

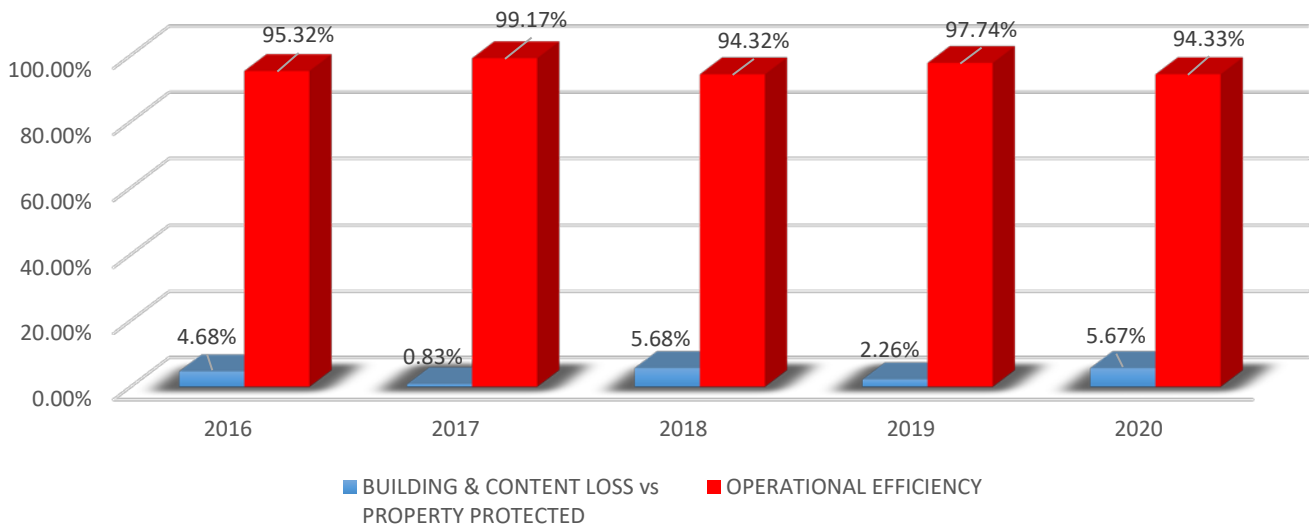
**Concurrent Incidents:** 118 11%  
**Total Incidents:** 1027 89%



The Troy Fire Department prides itself on the dedication of its firefighters and the ability to handle whatever situation may be presented without relying on mutual aid from another fire department. The table and chart to the left shows the number of times that there was more than one incident ongoing simultaneously. 11% of the time there was a minimum of two incidents happening at the same time, and most impressively, on 8 occasions there was 7 or more calls being handled by the fire department concurrently.

## Operational Efficiency

### Loss vs. Operational Efficiency - 5 Year



In 2020, an estimated \$127.2M in property value was threatened by fire, while \$120.4M, or 94.33% of estimated threatened property value was protected from fire. Unfortunately, even with the application of effective firefighting efforts, the overall property value lost from fire increased by 3.41% this particular year. Below is listed some of the fires in 2020 with significant loss. The TFD is proud to report that of the 75 structure fires responded to, many of which were in high life safety occupancies like motels and apartment buildings, the City did not have any civilian or firefighter fatalities, and only 1 civilian injury occurred from fire.

### Fires w/ Significant Loss

Location	Alarms	Summary
1650 W Maple Rd	2	Commercial Building Fire
1000 W Maple Rd	1	Commercial Building Fire
163 E Square Lake Rd	1	Single family Residential Fire
1150 Coolidge Hwy	2	Commercial Building Fire
4080 Bristol Dr	1	Single family Residential Fire
322 Starr Dr	1	Single family Residential Fire
3668 Livernois Rd	1	Commercial Building Fire

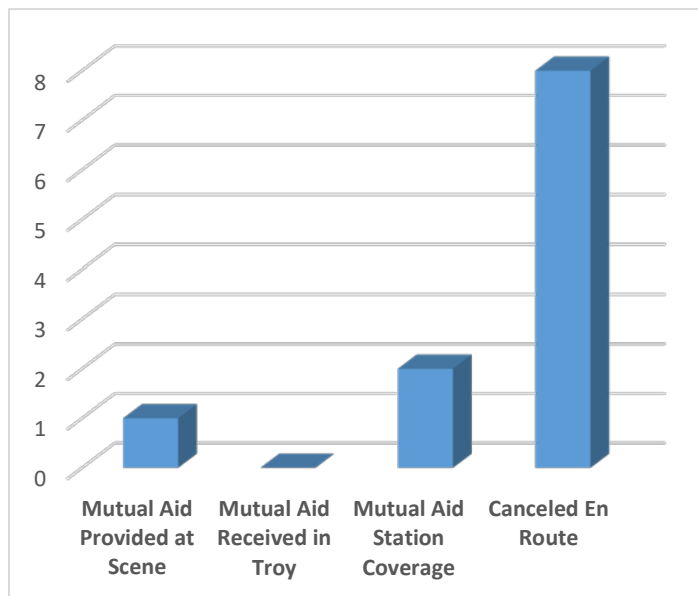




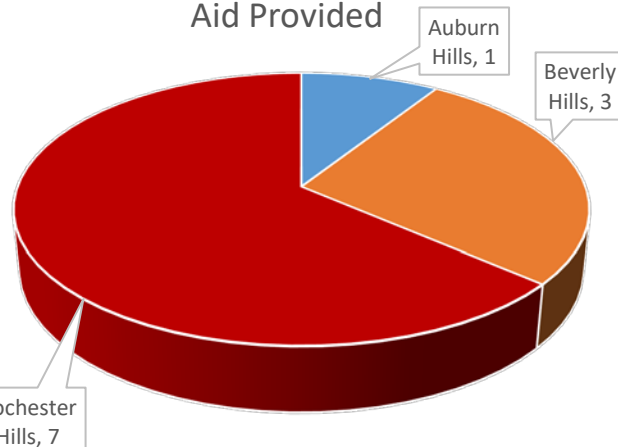
# Troy Fire Department 2020 Year End Report

## Mutual Aid

Mutual Aid Agreements facilitate the sharing of fire service resources and ideas to provide members with a trained, equipped, and coordinated response for all hazards. The City of Troy is a member of the Mutual Aid Box Alarm System Division 3201. In 2020 the TFD was dispatched 11 times for Mutual Aid assistance to other communities.



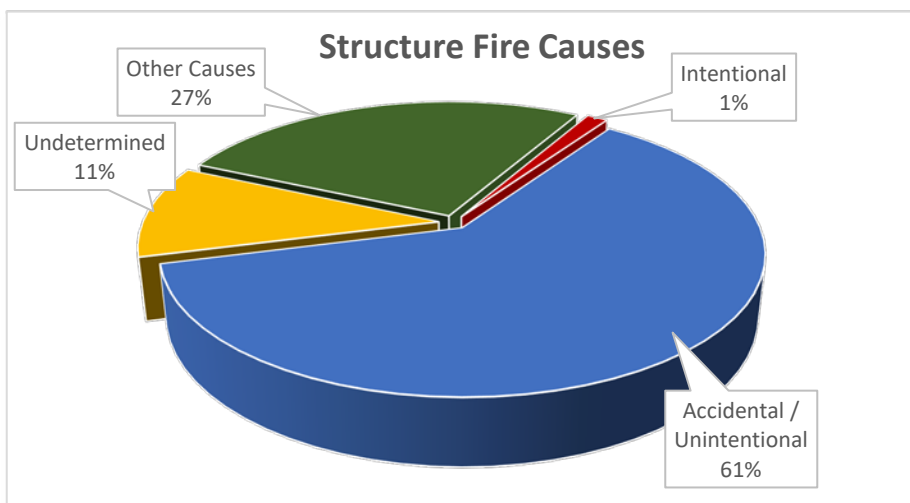
Department & Number of Mutual Aid Provided



Mutual Aid can be provided for a variety of needs. In 2020, 1 of these requests for assistance saw members of the TFD operating on the scene at fires, providing equipment and personnel to other communities. On 2 other occasions, the TFD provided apparatus and personnel to standby at another fire department's station. This is often necessary while that department is committed to a fire, to facilitate backup coverage in the event there are any additional fire dispatches in that community.

## Fire Investigation

It is the responsibility of the Troy Fire Department to investigate all fires for origin and cause. If a fire is determined to be accidental, education is provided to the occupants in order to help prevent future fires. If a fire is determined to be intentional, it is pursued through the legal system for prosecution. Fire investigation is comprised of members of the Fire Administrative Staff, and Detectives from the Troy Police Department.



In 2020 structure fires accounted for 45% of all fires the Troy Fire Department responded to. Cooking fires remain as the number one cause of accidental fires within the City of Troy, being the primary cause in 16 of the 75, or 21%, of all structure fires.

With the assistance of the Troy Police Department and the Oakland County Prosecutor's Office, the TFD was able to obtain conviction for two intentionally set arson fires.





# Troy Fire Department 2020 Year End Report

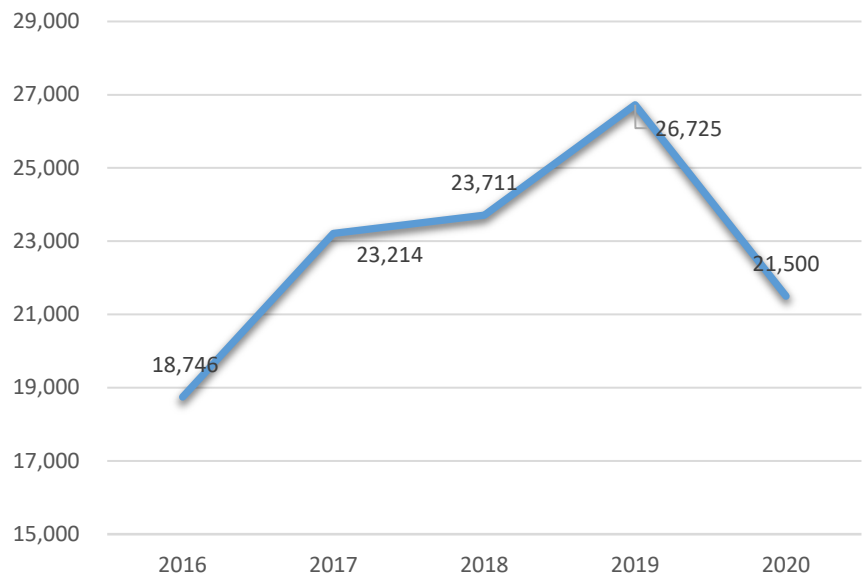
## Training

Training is overseen by a Staff Lieutenant who is responsible for developing and coordinating in-house and external training for current, as well as new, firefighters and officers. As in any job, training is a vital part of the organization, and our goal is for firefighters to constantly work on improving their skills so that they are always ready in the event of an emergency.



Despite challenges faced in 2020, due to the COVID-19 pandemic and subsequent meeting restrictions, Troy firefighters still logged more than 21,500 hours of combined training hours in 2020, with the average firefighter individually attending nearly 140 hours of training. Each station conducted training weekly, either in person or virtually based on gathering restrictions. In addition, fire officer training is held monthly. Above the regular station training in 2020, we hosted a leadership seminar, advanced ice rescue class, advanced engine operator class, and an elevator rescue class. Sixteen of our members also completed the Fire Instructor 1 course in 2020.

### Training Hours by Year



In addition to training in the City of Troy, each of the 6 stations train at the Combined Regional Emergency Service Training facility at the Oakland Community College, Auburn Hills Campus. Training at CREST allows firefighters to train in live fire conditions, where they gain valuable experience in a safe, controlled environment.





# Troy Fire Department 2020 Year End Report

## Community Services

Community Services is managed by a Staff Lieutenant and is responsible for the interface of the Troy Fire Department with the community. A primary component of this is Community Risk Reduction, and includes conducting fire safety educational programs and demonstrations to pre-school and elementary students as well as civic, business, and special needs groups. Community Services is also the face of the department's social media presence, as well as a key component in the TFD's charitable endeavors.

2020 proved to be a challenging year for the Troy Fire Department providing Community Risk Reduction and Public Relations to the City of Troy. Due to the COVID-19 pandemic, and in-person gathering restrictions, a number of events which would normally be hosted had to be cancelled. These canceled events impacted school, scouting, and community groups, as well as Safety Town, business outreach and senior living facilities. The TFD worked diligently on expanding our online and social media presence. Fire station tours and public education messages for groups of all ages were developed online and distributed via our Facebook and YouTube channels.

A big part of 2020 was recognizing and honoring those health care workers on the frontline battle with COVID-19. The TFD participated in multiple parades at Troy and Royal Oak Beaumont to show our support for those taking care of us and our families



The TFD had an active online Fire Prevention Week in October, with the annual Fire Station Open House. In years past this was a single day event, however this year the TFD made it a week long program, incorporating a mix of live and pre-recorded events. Our members were able to give a behind the scenes look at the fire stations and trucks. Demonstrations were presented to the viewers and firefighters provided valuable home fire safety tips. Multiple contests and prizes were awarded to residents throughout the week.







# Troy Fire Department 2020 Year End Report

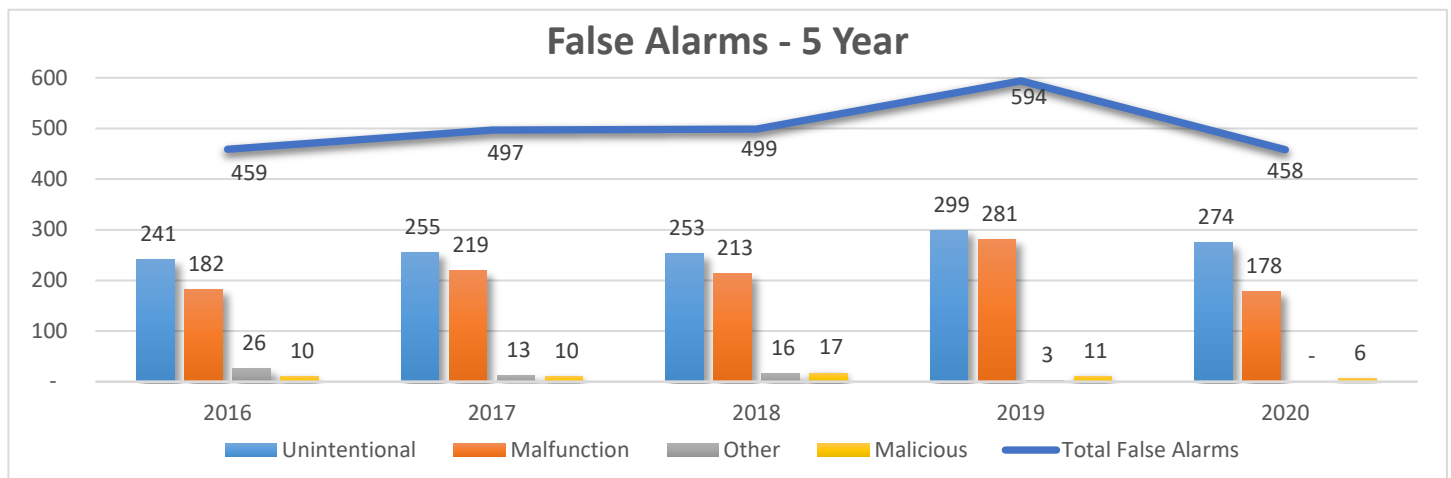
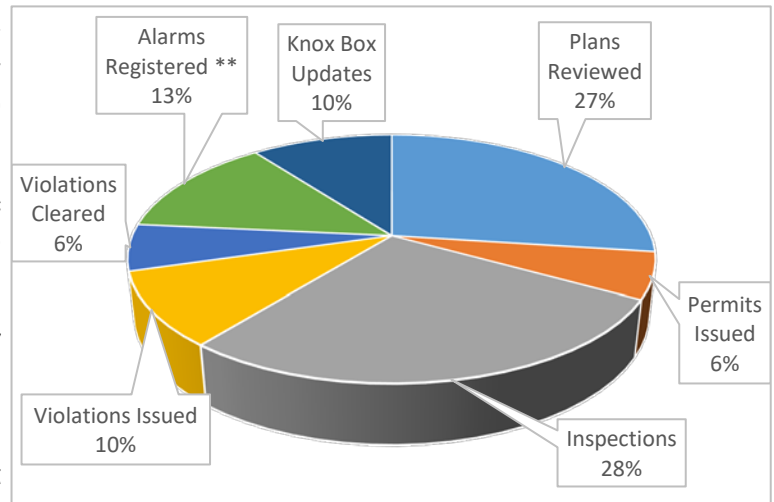
## FIRE PREVENTION DIVISION REPORT

The Fire Prevention Division is led by Assistant Fire Chief Paul Firth, and is responsible for all matters related to fire prevention including inspections of new and existing buildings, code and ordinance enforcement, plan review, permitting, hazardous materials reporting, and fire alarm registration.

### Fire Prevention Activities

Staff Lieutenants within this division enforce the fire prevention code and related standards by conducting life safety, building and occupancy inspections throughout the community. This also includes inspection and testing of fire protection systems including fire suppression, fire detection and fire alarms. During inspections, site-specific hazards and pre-incident survey information is documented. The documentation is provided electronically to responding firefighters during an incident. The Fire Prevention Staff reviews plans for new building construction, tenant renovations, fire protection systems, site plans, and subdivision plats. They work cooperatively with Building, Planning, Water, Streets, and Engineering Department personnel during the construction of new buildings

and site development. The Fire Prevention Staff reviews plans for the use, manufacture, transport and storage of hazardous materials. This keeps the community safe while maintaining compliance with local, state and federal laws and directives. Inspectors work closely with new and existing businesses to ensure a safe and productive environment for workers, and the community. When a fireworks permit is issued, a member of the fire prevention team reviews the products and the location setup to confirm a safe area is established for discharge of these devices. Their activity includes coordination between the vendor and the fire suppression team to allow for a safe and enjoyable event.



False alarms and false calls continue to be the top response category for the Troy Fire Department, making up roughly 45% of all dispatched incidents. This is partly due to the large number of fire suppression systems and monitored fire alarm systems throughout the City, and is a targeted focus area for Fire Prevention.



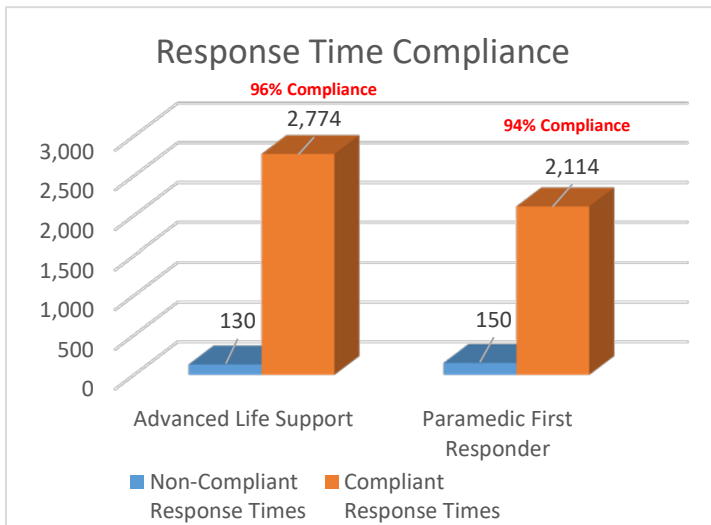


# Troy Fire Department 2020 Year End Report

*\*All data & statistics regarding EMS provided by AMH*

## EMERGENCY MEDICAL SERVICE (EMS)

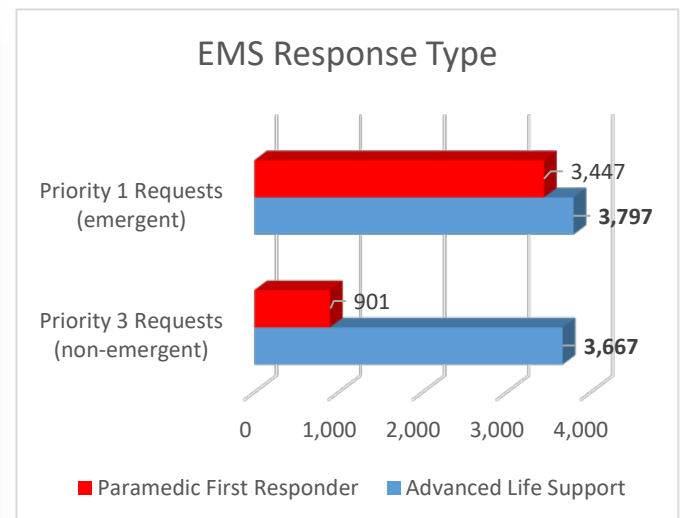
The City of Troy has adopted a proven, alternative method of providing EMS. Unlike many other municipal fire departments, the Troy Fire Department does not provide emergency medical service. Instead, a private provider, Alliance Mobile Health, is contracted to provide EMS via paramedic first responder and advanced life support ambulance service.



Paramedic First Responder units are dedicated to Troy and respond with ALS ambulances as part of a performance-driven service contract. This agreement requires that one of the dedicated PFR units to be on scene of medical emergencies within 5 minutes for 90% of priority calls, and an ambulance to be on scene within 8 minutes for 90% of priority calls.



The City of Troy receives nearly 9,000 requests for EMS annually; it would be difficult to retain volunteers and maintain efficient fire responses with this additional EMS workload. The Fire Department does, however, budget and oversee EMS, as well as provides extrication and physical rescue functions at incident scenes when necessary. In 2020, firefighters were also trained by Alliance Mobile Health to provide first-aid, CPR, and mass casualty procedures, which include triage, tourniquet application, wound packing, and patient handling, in order to assist EMS at a large scale medical incident with multiple casualties.





# Troy Fire Department 2020 Year End Report

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## AWARDS AND RECOGNITION

### Promotions

David Hughson – Station 3 Lieutenant

Eric Rifenberg – Station 2 Lieutenant

### Retirements

Daniel Inman – Station 2 Lieutenant (17 years)

George Hawes – Station 4 Firefighter (17 years)

Dean Bise – Station 6 Firefighter (12 years)

Robert Gurney – Station 6 Firefighter (10 years)



## Troy Fire Department 2020 Year End Report

# Maybe It's Time To Add A New Suit To Your Wardrobe



**APPLICATIONS ARE NOW BEING ACCEPTED  
FOR VOLUNTEER FIREFIGHTER. TO APPLY,  
PLEASE CALL ... OR GO TO OUR WEBPAGE!**



**Troy Fire Department**  
500 W Big Beaver Rd  
Troy, Michigan 48084  
248.524.3419  
[www.troymi.gov/fire](http://www.troymi.gov/fire)

